

# State of Library Operations & Services During COVID-19 (May 2020)

## General Information

Please provide the name of your institution and contact email in case we have additional questions about your responses.

Library Name: (required)

Library Code: (required)

0/3

Person completing the survey: (required)

Contact email: (required)

## Budget

Please answer these questions to help us understand what impacts the coronavirus health crisis has had on your funding.

Has your budget been reduced by your municipality for the remainder of FY2020? (required)

☐ Yes ☐ No ☐ Other

Do you anticipate budget reductions by your municipality in FY2021? (required)

☐ Yes ☐ No ☐ Other

Has the city/town indicated that funding or retention of staff is contingent upon providing services onsite or virtually?

☐ Yes ☐ No ☐ Other

Do you anticipate a decrease of non-municipal/other revenue in FY2021? (required)

☐ Yes ☐ No ☐ N/A

Additional comments about the reduction of non-municipal/other revenue.

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## Services

Please answer these questions to help us understand what services you are currently offering.

### Are you emptying your library bookdrop? (required)

- ☐ Yes, daily
- ☐ Yes, 2-3 days each week
- ☐ Yes, once per week
- ☐ No

Optional comments regarding your bookdrop.

### Are you offering curbside/contactless pickup to your patrons? (required)

- ☐ Yes, for all OSL cardholders
- ☐ Yes, only for our library cardholders
- ☐ No

### Is curbside/contactless pickup provided only for students participating in the Governor's Reading Challenge?

- ☐ Yes
- ☐ No

### How often are you offering curbside/contactless pickup?

- ☐ Daily
- ☐ 2-3 days per week
- ☐ Once per week

Optional comments regarding your curbside pickup service.

### Are you offering or coordinating a little free library, book giveaway or book exchange?

☐ Yes ☐ No

**Are you delivering books to homebound patrons?** (required)

☐ Yes

☐ No

Optional comments regarding your homebound delivery service.

**Are you offering virtual programming?** (required)

☐ Yes ☐ No

**What types of virtual programming are you offering?**

☐ Adult programs

☐ Book group discussions or book programs

☐ Computer or technology classes

☐ Story time

☐ Other children's programming

☐ Teen programs

☐ Other

**Are you offering other remote services?** (required)

☐ Yes

☐ No

Optional comments about remote services.

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## Cataloging and Collections

Please answer the following questions about your cataloging and collections activities.

**Are you currently ordering new books for your library collections?** (required)

- ☐ Yes  
☐ No

**Which of the following collection management activities were completed or are in progress during the library building closure?** (required)

	Completed	In Progress	Planned	Not Planned
Inventory	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Weeding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Searching for missing items	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleaning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Optional comments regarding collection management activities.

**Please describe the focus of your cataloging and database management activities during the library building closures.**

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## Staffing and Work

Please answer the following questions about your staffing and how your employees are using technology to get work done.

**During the coronavirus health crisis, have you laid off employees?** (required)

☐ Yes ☐ No

**Part-time: Number of non-MLS staff laid off**

**Part-time: Number of MLS staff laid off**

**Full-time: Number of non-MLS staff laid off**

**Full-time: Number of MLS staff laid off**

Optional comments on layoffs.

**During the coronavirus health crisis, have you furloughed or not scheduled employees for work?** (required)

☐ Yes ☐ No

**Part-time: Number of non-MLS staff furloughed or not scheduled**

**Part-time: Number of MLS staff furloughed or not scheduled**

**Full-time: Number of non-MLS staff furloughed or not scheduled**

**Full-time: Number of MLS staff furloughed or not scheduled**

Optional comments on furloughs or not scheduling staff for work.

**Which of the following describe your library's work situation?** Only address current employees and not any employees that have been laid off or furloughed. Check all that apply. (required)

- ☐ All staff are working remotely.
- ☐ Some staff are working remotely.
- ☐ Some staff are volunteering to work on site on a limited basis.
- ☐ Some staff are required to work on site on a part-time or full-time basis.
- ☐ All staff are working on site.

Optional comments regarding your staff's working status.

**Please indicate what tools are available for your staff for teleworking.**

	Available or Using	Available to or Using with Some Employees	Not Available or Using
Laptop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Headset (for remote meetings)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
VPN	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Remote desktop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Please indicate what platforms your staff are using for collaboration or virtual programs.**

	Available or Using	Available to or Using with Some Employees	Not Available or Using
Google Hangouts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
GoToMeeting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Teams	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Slack	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Webex	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Zoom	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other videoconferencing/collaboration platform	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Please indicate what file-sharing platforms your staff are using for collaboration.**

Available or Using	Available to or Using with Some	Not Available or ...
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		Employees	Using
DropBox	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Google Drive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft OneDrive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sharepoint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other File Sharing Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Optional comments regarding the tools available to your teleworking employees.

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## Reopening Libraries

OLIS has formed a Reopening Libraries Taskforce with representation from OLIS, OSL, the Library Board of Rhode Island, and various libraries across the state. This taskforce will develop recommendations to assist libraries in planning their phased reopening. We are reviewing plans and preliminary documents that have been developed by libraries locally and nationally. However, the taskforce wants to be sure that they understand any special circumstances that you feel are unique to your library and may affect your reopening, or items of particular concern other than materials handling.

**Please briefly describe any factors that may be unique to your library that will affect your reopening, or any items of particular concern other than materials handling.**

**Do you expect to incur additional expenses for services or materials or to encounter other obstacles during the initial phase of reopening that may affect your ability to reopen in a timely manner? Please describe.**

**Do you have additional comments or information you would like to share with OLIS and/or OSL?**

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